OPENERA REALTIME V3.1

PROPERTY INFORMATION MANAGEMENT

User Manual

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1. Introduction

Openera Realtime is an online property information management system developed and operated by Openera Systems Ltd.

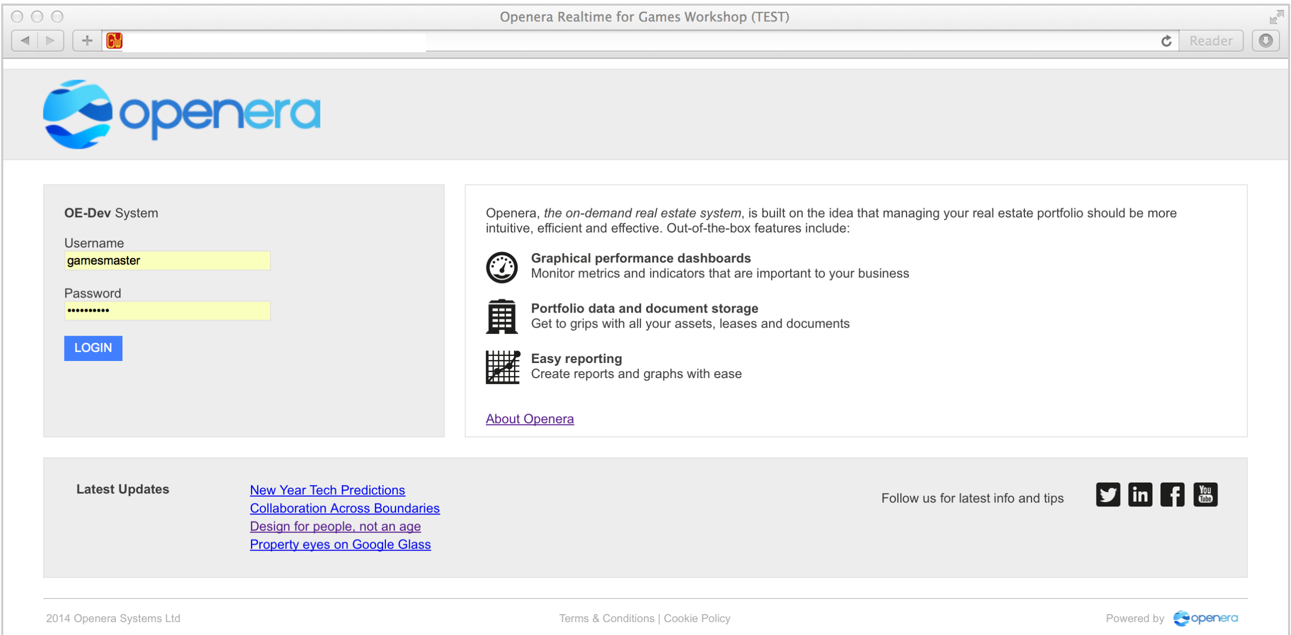
Realtime securely stores all property and lease information, together with all of the related documents and reports. It provides an accurate understanding of your entire global portfolio and enables informed and value-added decisions about asset management and investment to be made more quickly and easily.

The system is:

- web-based to facilitate global access to users around the world
- real-time, so that data stored it is always current
- structured according to our business needs
- easy-to-use to make sure that everyone that needs property and lease information can access it with limited training
- core to the efficient and effective management of our global property portfolio.

Accessing the system

Realtime is accessed via the URL: https://openera.clientname.com



Logging into the system

Having successfully entered the above URL and accessed the login page, users should enter:

- Username – This will be usually be an email address. If you do not have a username you should contact your nominated global system administrator.
- Password – Your password must be a “strong” password, meaning it must be more than eight characters and contain uppercase, lowercase and numeric characters, eg. MYtest2013. Should you wish to change your password please contact the global system administrator.

How the property information is structured?

Property information stored in Realtime is structured as follows:

portfolio
  ↳ Property
    ↳ (Unit*)
      ↳ Lease

The basic principle is that a portfolio consists of one or more properties. Each property can be broken into one or more units. A unit is a logical container that could be used to describe any time of space, floor or room. One or more units can be used to define the demise of a lease.

* In the case of the deployment of the service for some clients, units are not currently in use and all leases in the system refer to the complete property of which they are attached.

What does the information system store?

Realtime stores property and lease information. It uses this information to create a diary of events for each property based on key dates in the lease. It also stores contact information of people and companies associated with the portfolio. It has a full document management system that creates a distinct folder structure for each portfolio and property. This allows all digital documentation to be stored alongside the property and lease data.

In addition to being able to input information, the system has a reporting and charting engine that allows users to construct reports and charts to analyse the data held in the system. Reports are stored as templates and can be run periodically to capture “snapshots” of the data in the system.

Is our property information secure and safe?

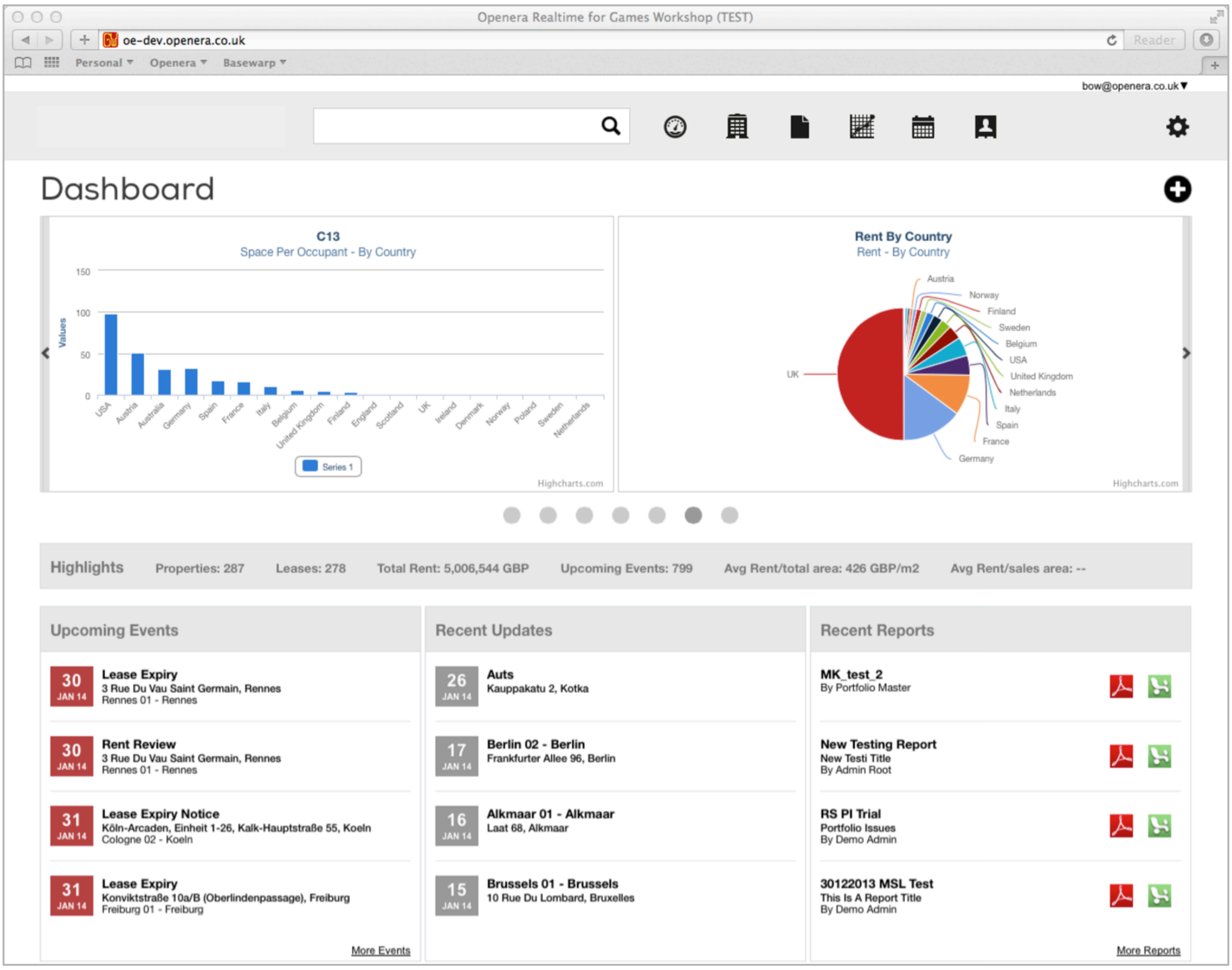
Realtime runs on enterprise-grade cloud server infrastructure provided by Amazon AWS. The full system, data and documents are backed-up each night. This ensures that in the event of any service failure or accidental deletion of data that it can be easily retrieved from the previous day back-up.

The service operates using 256bit SSL encryption. This means that all traffic to and from the server is encrypted and secure. This is a similar level of security typically utilised for banking and financial transaction systems and has been implemented to ensure that all data and documentation is secure.

2. Starting point – the dashboard

The Dashboard

On accessing the system you are presented with a dashboard that displays all of the portfolio and property information you have permission to access. It also has a number of functions as follows:



The main features of the dashboard are:

- The search bar – a “Google-style” predictive text search system that will display matches to criteria from data and documents held in the system
- The main menu icons – shortcuts to the main functionality of the system
- The plus button – the method for adding new content to the system
- The charts slider – the flexible and extendible area that allows you to add charts and graphs of portfolio performance

- The highlights bar – a set of data summaries showing you the current position of data in your system
- Upcoming events – a list of the next upcoming events. NB the colour of the date box defines the current status as Red – Not Started; Amber- In Progress; Green- Complete
- Recent updates – a list of the properties and leases most recently amended or changed
- Recent reports – a list of the most recently used reports with the ability to view and download the report from the dashboard
- Locations – a map interface that allows you to navigate your portfolio using the a map-based interface

Main Menu

At the top right of the dashboard are icons that give access to the functionality available to you. The sections are shown below:

Dashboard	portfolios	Documents	Reports	Events	Contacts	Settings*

** The Settings icon will only be visible to users who have System Administrator rights.*

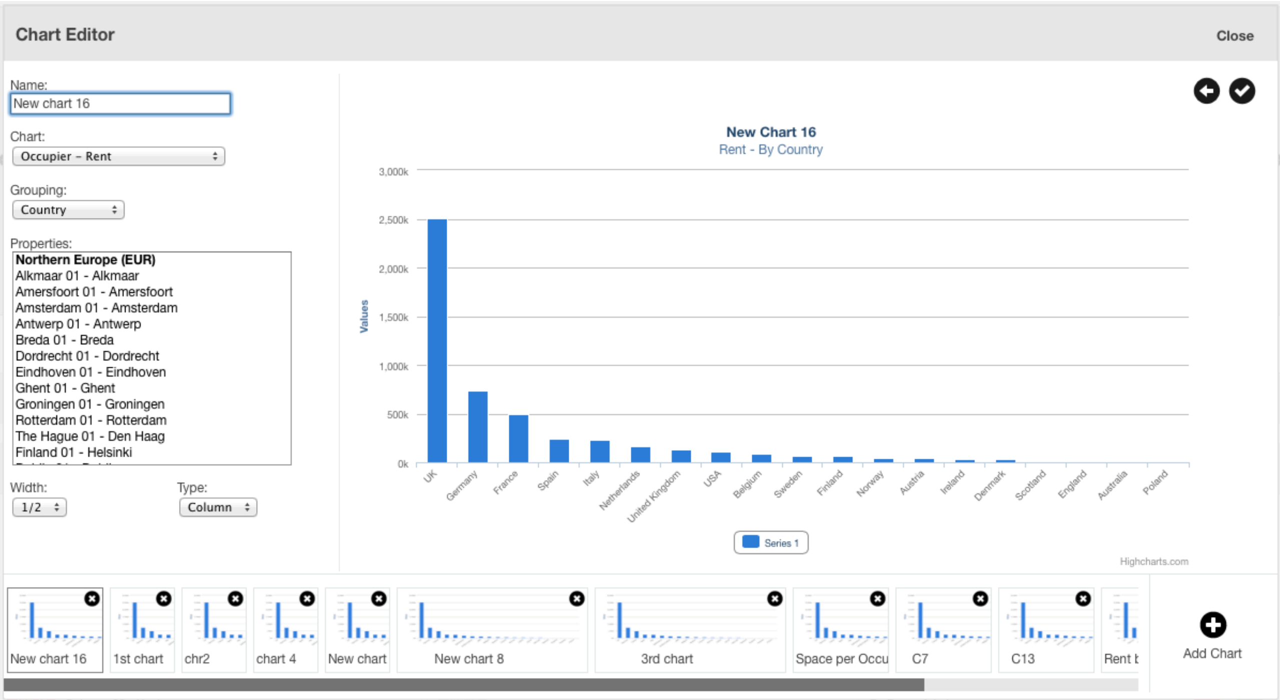
The Plus Button

The Plus Button is the control for adding new or editing existing data and charts to the system. When you click the Plus Button, you will see a small context-driven menu. This will provide options for the screen you are on at that time. On the dashboard, it will provide you with the ability to:

- Add Property – this allows you to add a new property to the system
- Add Contact – this asks you to choose which organisation the contact should be added to and then takes you to the form to add the contact information. If the action is cancelled, you are returned to select the organisation, rather than to the 'Dashboard'
- Add Reminder – this allows you to add a new diary reminder event with a specific comment and time. This will send you an email reminder at the time you specify.
- Add/Edit Charts – this displays a pop-up that allows you to change the charts displayed on the dashboard

Dashboard Charts

To add a chart or edit an existing one, click the Plus button and select Add/Edit Chart. This will display the following pop-up:



Creating Charts

To add a chart:

- Click the Add Chart icon at the bottom right of the chart box. This will add a new chart with a default name
- Choose the name, chart type, grouping and the data to be included. By default, the system will include all data in the system unless you limit it. Finally select the width of the chart (Full width, one half, one third) and the type (column, bar or pie)
- To position the chart in the list of charts available on the dashboard, simply drag the chart image at the bottom of the pop-up and place it where you would like to display it.

The chart specifications are created by Openera, so if the chart type you wish to see is not available, please contact Openera to discuss adding the chart you require.

To edit a chart, select it from the list at the bottom of the pop-up. This will display the chart contents in the main pop-up window. Now you can change the details of the chart to your needs.

To save new or edited charts, click the Tick button.

To revert to the previously saved version of the charts you have edited, click the Left Arrow button.

To close the pop-up, click Close on the top left of the pop-up.

While the charts stored in the system are available to all users, the layout and selection of charts displayed on your dashboard is personal to you. The information for the chart comes from all of the portfolios and properties that each user has access to. At present, the system design does not

allow a user to delete a chart. The challenge in designing a new graph type is to restrict the available information so that the graph made with it will be informative and yet readable.

Property Locations

This panel displays the locations of all the Properties Users have access to on a map based on the postcode of the Property. The locations are now grouped into clusters. To view the properties in the cluster, double-click the cluster icon and it will zoom the map and show you the properties in that area of the map.

Upcoming Events

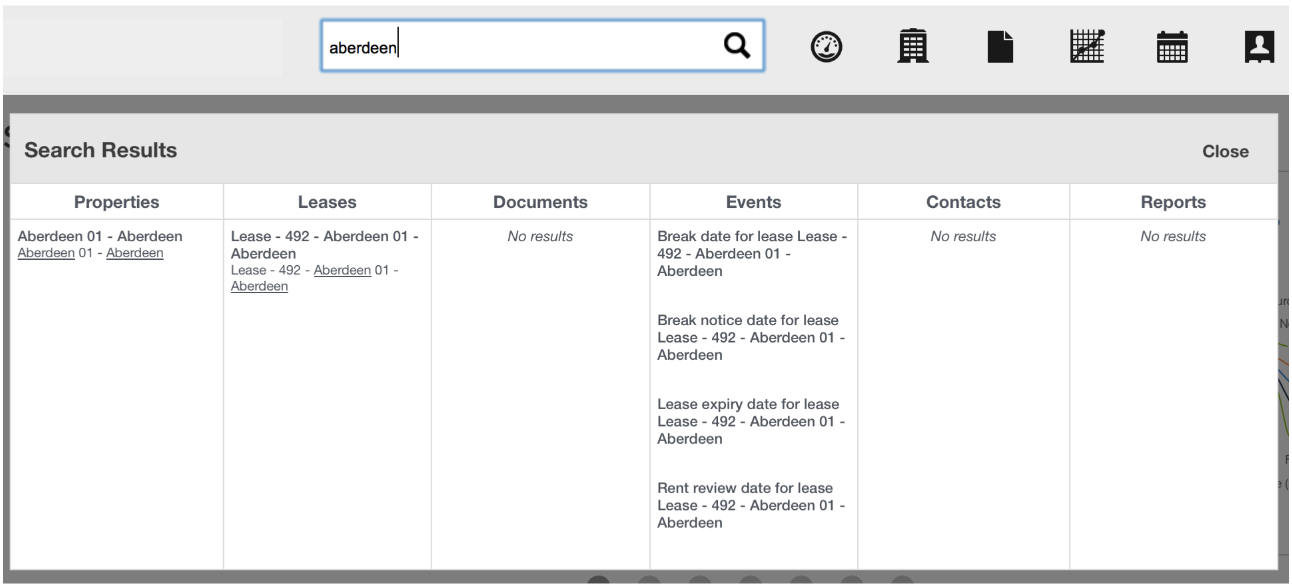
This panel displays the upcoming events associated with all the Leases of the properties that users have access to. Double clicking on the date hypertext link takes Users to more detail about the upcoming event and allows the user to add progress and status updates.

Latest Changes

This panel displays the latest changes of significance made to all the properties that users have access to. Currently the changes are only visible to the System Administrator.

Search Bar

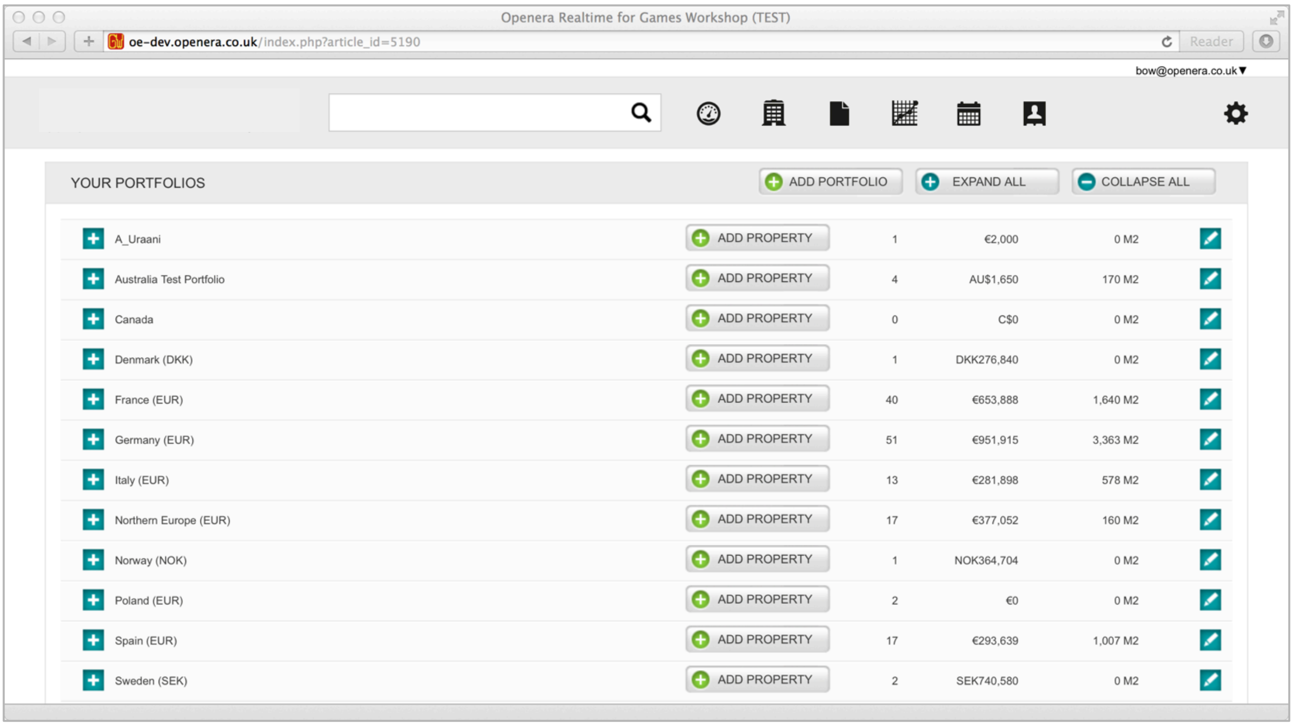
The search facilities of Realtime have been enhanced with the addition of a contextual, predictive search engine that allows you to find all data and documents that relate to the criteria you specify. When you type your criteria, a pop-up will automatically appear and will show the properties, leases, documents, events, contacts and reports that contain the search string.



To access one of the items in the pop-up, click on the item in the list. To close the pop-up, click CLOSE in the top right-hand corner.

3. Accessing your portfolios and properties

Selecting the portfolios icon presents you with a list of portfolios for which you have access rights.



A_Uraani	ADD PROPERTY	1	€2,000	0 M2	
Australia Test Portfolio	ADD PROPERTY	4	AU$1,650	170 M2	
Canada	ADD PROPERTY	0	C$0	0 M2	
Denmark (DKK)	ADD PROPERTY	1	DKK276,840	0 M2	
France (EUR)	ADD PROPERTY	40	€653,888	1,640 M2	
Germany (EUR)	ADD PROPERTY	51	€951,915	3,363 M2	
Italy (EUR)	ADD PROPERTY	13	€281,898	578 M2	
Northern Europe (EUR)	ADD PROPERTY	17	€377,052	160 M2	
Norway (NOK)	ADD PROPERTY	1	NOK364,704	0 M2	
Poland (EUR)	ADD PROPERTY	2	€0	0 M2	
Spain (EUR)	ADD PROPERTY	17	€293,639	1,007 M2	
Sweden (SEK)	ADD PROPERTY	2	SEK740,580	0 M2	

To add a portfolio, please contact the Global System Administrator.

Three buttons at the top of the page allow Users to:

- ADD a new portfolio
- EXPAND the portfolios to which you have access rights to and to display a list of properties that make up the portfolio
- COLLAPSE the list to display only the list of portfolios

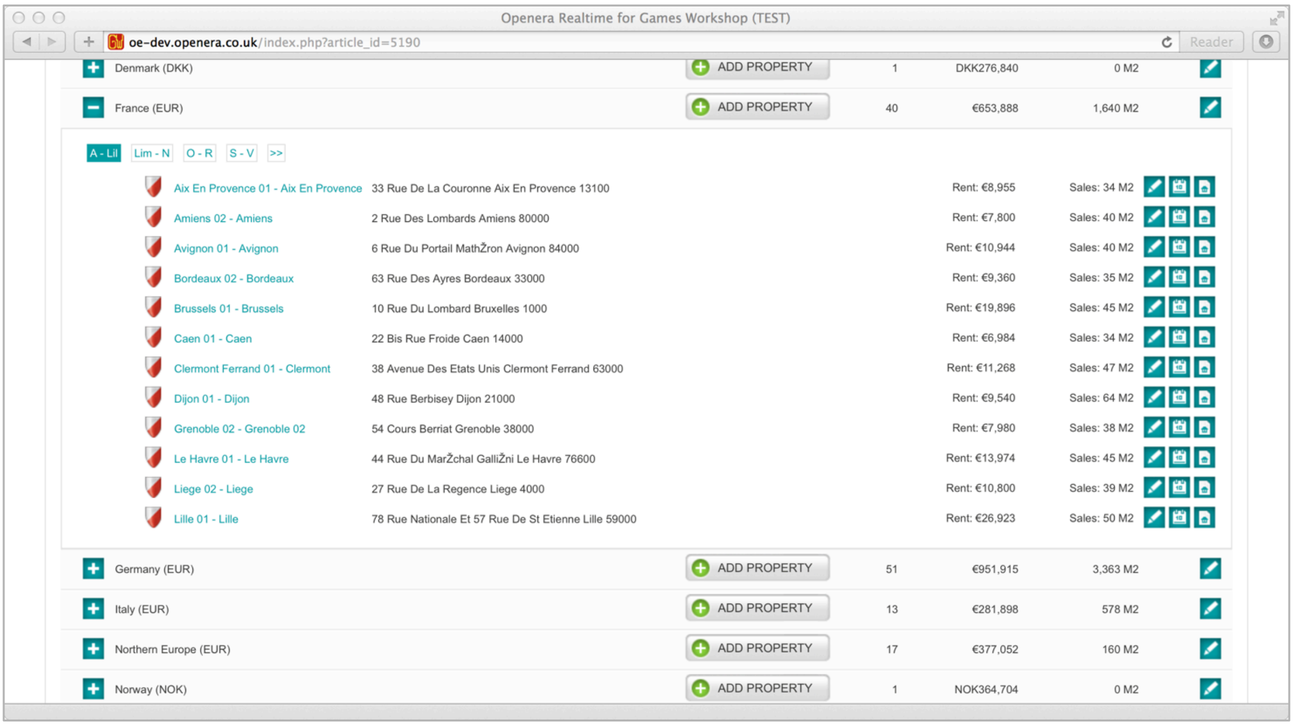
Adjacent to each portfolio is a '+' icon which allows the selected portfolio to be expanded to list the Properties that make up the portfolio

Next to portfolio name is a button that allows you to add new properties to that portfolio as well as the following information:

- Number of Properties in the portfolio
- Total Rent of the portfolio – total of Leases Out i.e. income only
- Total Gross Internal Area (GIA) of the portfolio

Expanding a portfolio lists the constituent properties making up the portfolio.

* Property Name
* Property Address
* Rent payable for the property
* Total GIA of the Property



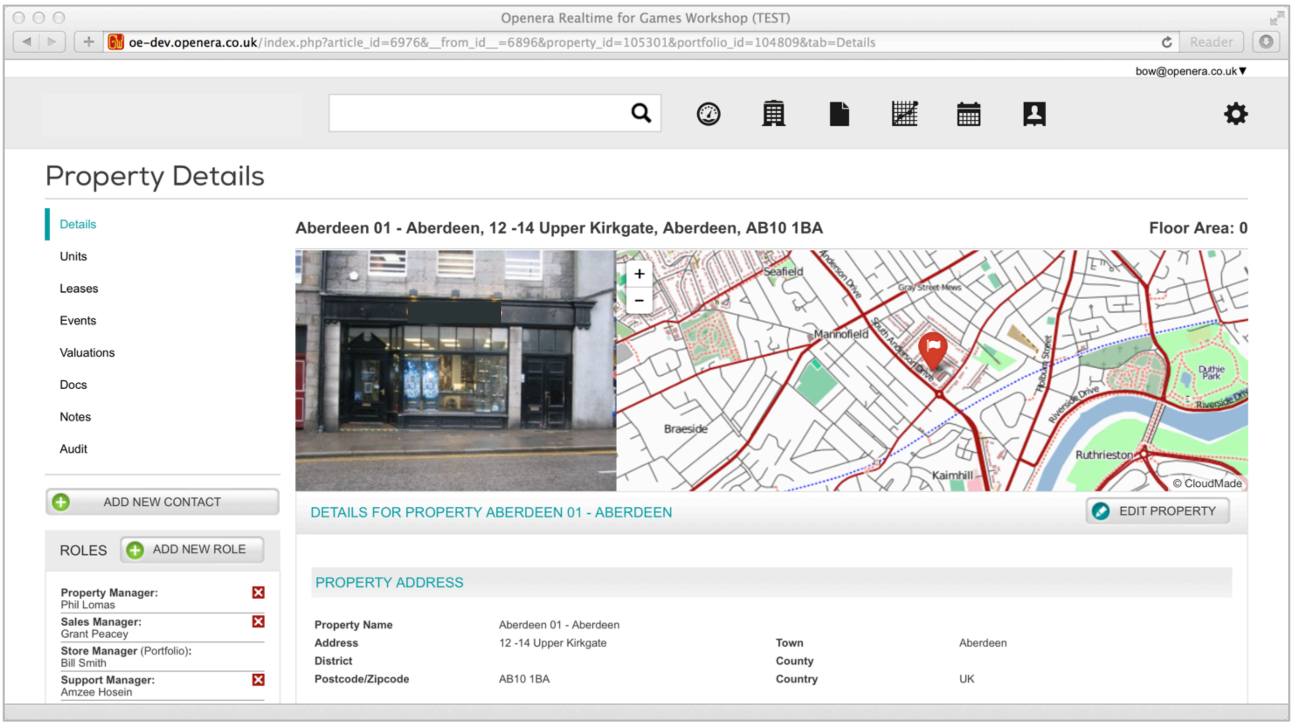
Next to this information are icons that allow Users to

* EDIT the Property
* Access to EVENTS associated with the Property
* Access to DOCUMENTS associated with the Property

Selecting a Property by double clicking on its name displays a page providing a view of the detail of information held on the Property.

4. Viewing the property profile

Clicking a property name from the dashboard or the portfolio page will take you to the property profile page where you can access detailed information about the premises, leases, financial information and any documents stored.



On this page there are links to our pieces of information about the property together with basic information such as the address, location and profile image.

Property Profile Left-Hand Menu

The left-hand menu contains the following links:

- **DETAILS** - The initial page showing the property address, physical details, etc
- **UNITS** – A list of parts of the property defined as individual spaces, rooms, floors, etc
- **LEASES** – A list of the current and historic leases for the premises
- **EVENTS** – A list of the system and user-generated events related to this property such as lease expiries, rent reviews and break options
- **VALUATIONS** – A list of the details of valuations undertaken on the property
- **DOCS** – A file and folder structure that can be used to store documents relating to the property
- **NOTES** – A discussion forum style note-taking and commenting system
- **AUDIT** – A date ordered list of data changes by users (administrator access only)

The property profile page lists information split into address, physical details and investment details. Many of the fields on this page have been tailored to the needs of clients, such as Budget and Actual Shop Fit costs.

If your user access permits, you will see an EDIT PROPERTY button. Clicking this button will you allow you to change the property's address, physical and investment details.

The edit forms have some basic validation to support data quality issues:

- Numeric fields, such as “Budget Shop Fit Amount” must be numeric for example 1000.00
- Dates are entered by means of a date chooser

To the right of the map indicating the location of the Property are two buttons:

- ADD NEW CONTACT
- ADD NEW ROLE

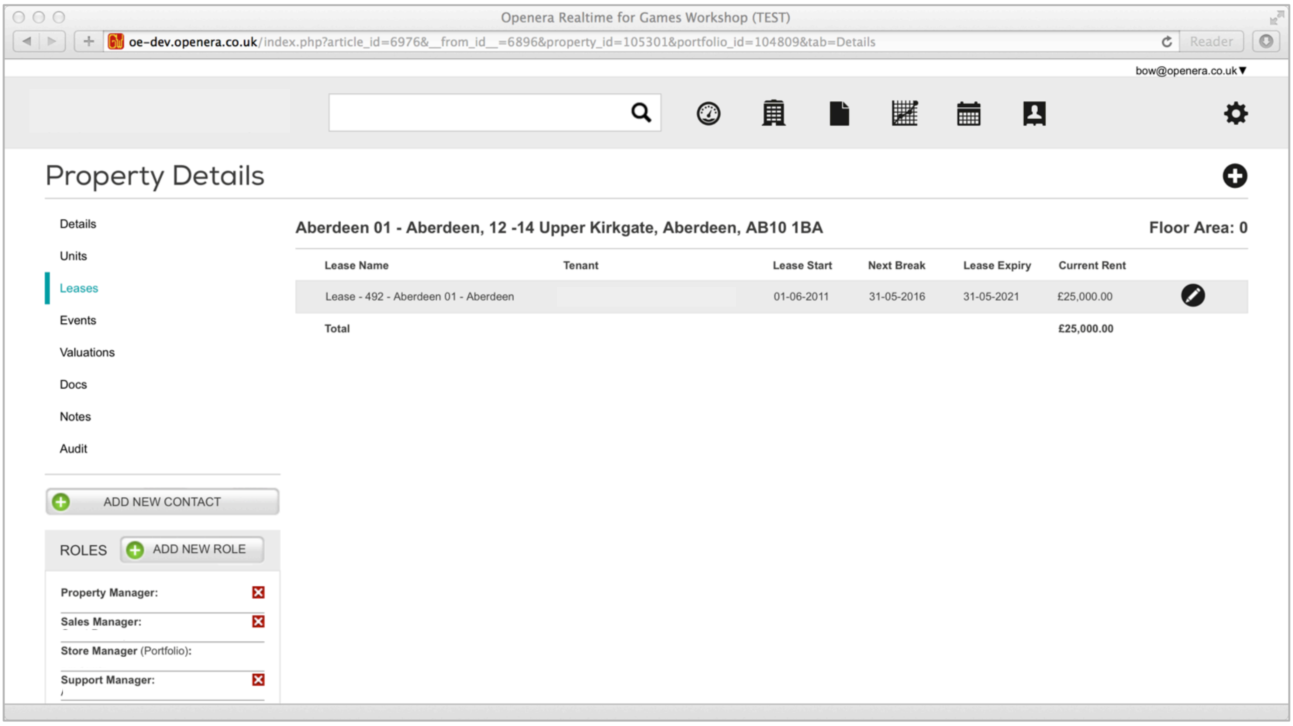
And beneath the Add New Role button is a Panel displaying the various roles of various Contacts – See Section on ‘Roles’ for more detail of use of this function

Unit List

This page displays information about all units making up the Property. The page has a paging facility that enables Users to page up and down the list of units associated with the Property and the facility to add new Units.

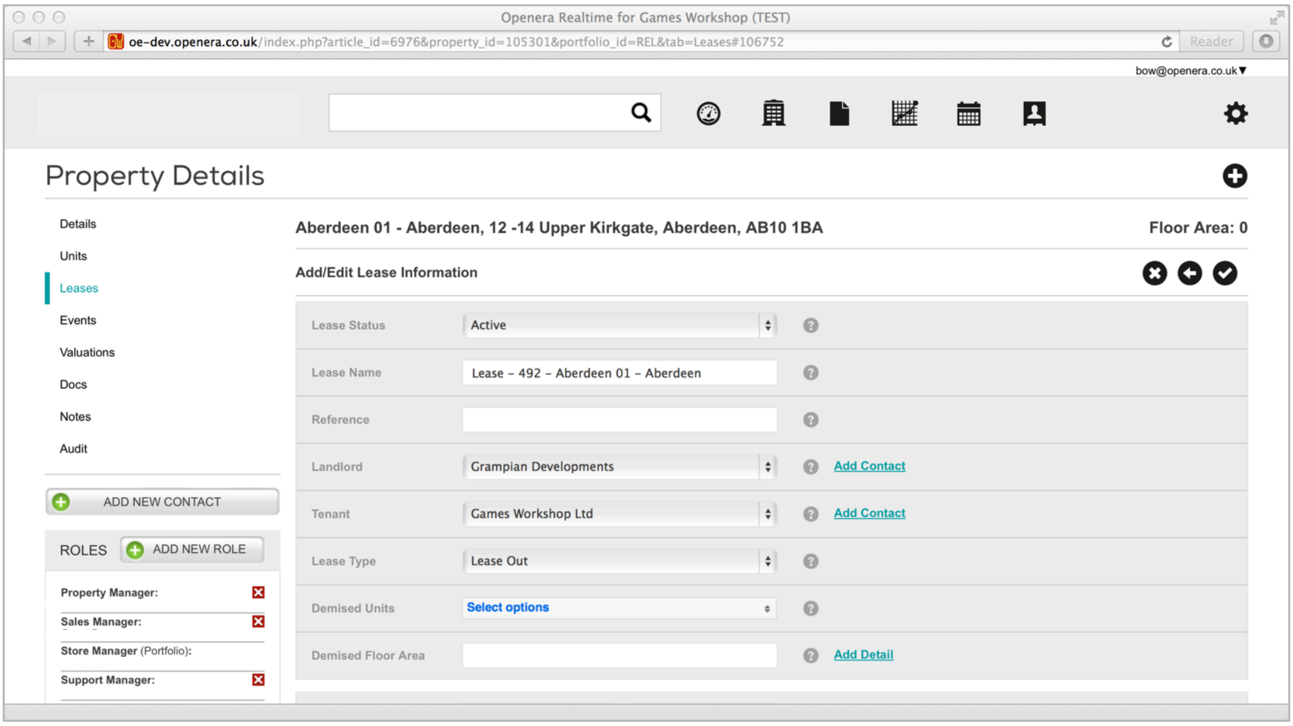
Leases List

The Lease Page shows all leases recorded for a Property. Leases have a status field that shows whether they are draft, active, expired or archived. The listing on this page displays all leases at present regardless of status.



The ADD button top right above the list will allow you to add a new lease to this property.

Clicking the lease name will display the lease details. Clicking on the edit icon (the small pencil) will allow you to edit the lease information.



Auto-Save Form

The lease add/edit form is an auto-save form. This means it will save each change you make to the lease information as you go. This provides the most efficient way of updating the information and ensures that your data is not lost if your browser or connection fails.

To change or add data to the form, click or TAB into the field. With certain fields there are tools that will help you to enter data, such as date fields with a date picker. Some fields (referred to later as special fields) allow you to enter multiple pieces of data with a pop-up form.

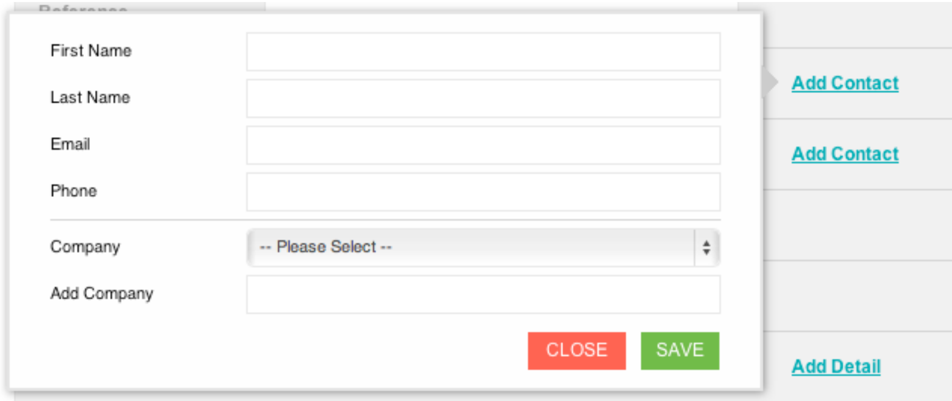
Almost all sections of the form have an “Add Detail” link. This opens up the form to reveal additional data fields that you can use if you wish to describe the rights and obligations of the lease.

The lease add/edit form has been designed to allow you to enter the lease information without leaving the form. This means you are able to add all pieces of ancilliary information (contacts, rent steps, rent reviews, break options) in a single operation. This reduces the time and effort of adding leases to the system.

Special Fields

There are special fields (Landlord, Tenant, Current Rent, Next Break Date and Next Rent Review fields) that have pop-up dialogue boxes to enter multiple pieces of data in a single process. You can enter data directly into (or choose options) for each of these fields. However, if you wish to store a stepped rent agreement or the rent review scheduled dates then you should use a pop-up. The operation of these pop-up forms are noted below:

Landlord/Tenant – Add Contact



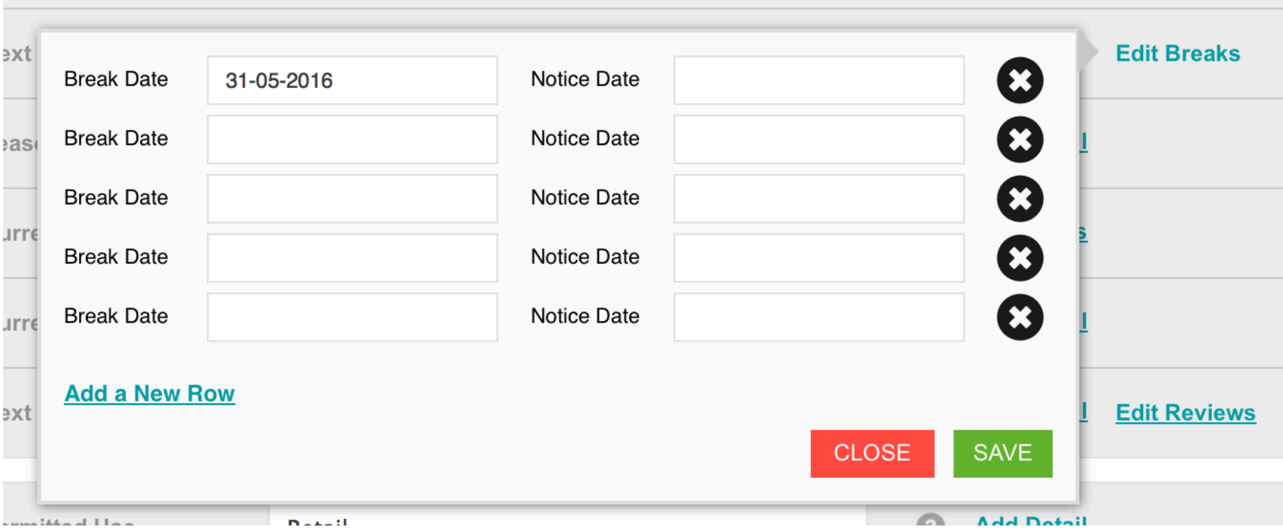
This pop-up allows you to add a person to a company OR a new company.

To add a person to an existing company, enter their first and last name, email and phone information then select the existing company to which they should be added. Click save to use the new persons name as the Landlord.

To add a person to a new company, enter their first and last name, email and phone information then type the name of the new company in the Add Company field. Click save to use the new person name as the Landlord.

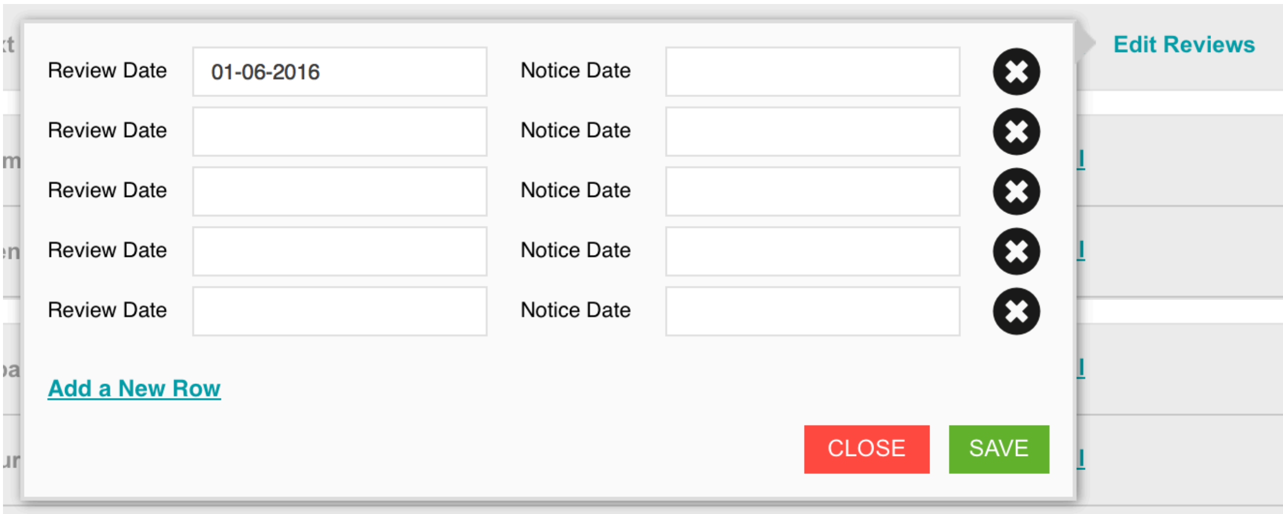
To add a company, type the new company name in the Add Company field and leave everything else blank. Click save to use the new company as the Landlord.

Next Break Date – Add Break



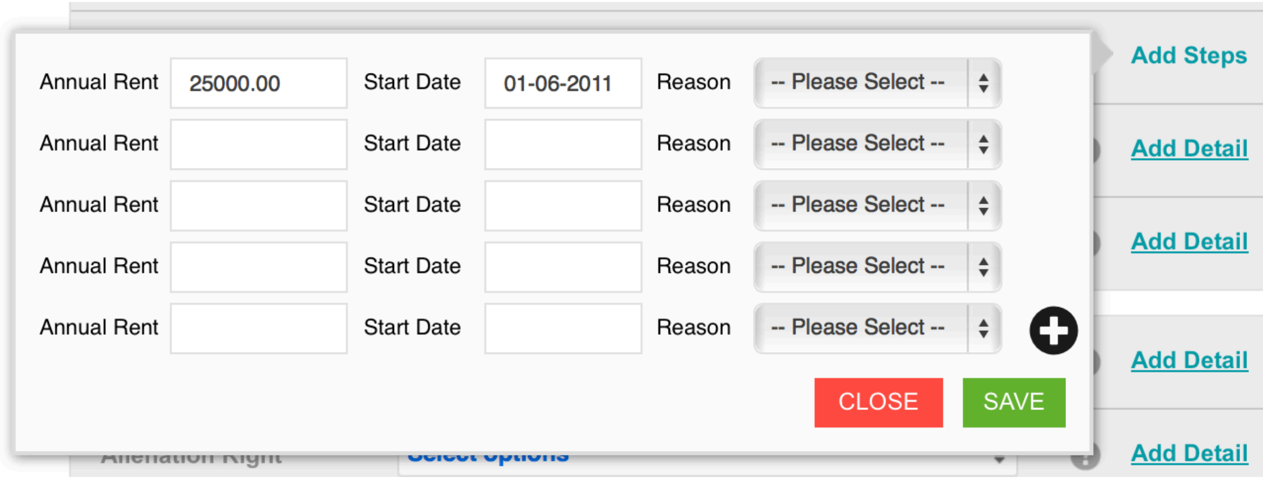
This pop-up allows you to enter one or more break and break notice dates. Clicking save will add a series of dates to the next break date and next break notice fields. If you require to add more than five break options, click the + button to add a row. If you are editing a series of dates, click "Add Break" to bring up the pop-up box to edit them.

Next Rent Review – Add Review



Operates in a similar way to the Add Break pop-up. Clicking save will populate the next review date and next review notice date fields with a list of dates from this pop-up. To edit the dates, click the Add Review to display the pop-up with the data ready to edit.

Current Rent – Add Steps



Entering a rent, rent start date and a reason will enter this information into the appropriate fields in the system. You can enter rents in the past or the future, but the system will choose the rent that is current to display in the current rent field. Where future rents are entered, the system will automatically update the current rent, rent start and reason for change fields according to the information contained in the Rent Step pop-up.

Description of Lease Information Fields

Field Name	Description
Lease Status	Enter the status of the lease. A new lease not yet in force is marked DRAFT. A lease in force is ACTIVE. A lease that has past its expiry date, but where there are still residual obligations is marked as EXPIRED. A lease that is now historic is marked as ARCHIVED.
Lease Name	Enter a short name that will help you identify the lease. For example part of the address and the lease start date, such as 24acacia20131231. Try to use no more than 24 chars.
Reference	Enter any internal reference used to identify the lease within your business. This could be a reference shared with another system, such as your finance system.
Landlord	Choose the company or contact that is the landlord for this lease. If they do not appear on the list, use "Add contact" to add them from this form.
Tenant	Choose the company or contact that is the tenant for this lease. If they do not appear on the list, use "Add contact" to add them from this form.
Lease Type	Select the basic type and terms of the lease. For example, choose FRI Lease to describe a lease where you have a full repairing and insuring responsibility.
Demised Units	Describe the extent of the lease by select the units included in the demise.
Demised Floor Area	Enter the floor area defined in the lease as the demised area. This may be different from a measured area, but it is important to store the facts from the lease here. Enter the floor area in square metres.
Net Internal Area	Enter the net internal floor area as measured by a competent surveyor using the latest version of the RICS guide to measuring practice. All measurements in the system are assumed to be square metres.
Gross Internal Area	Enter the gross internal floor area as measured by a competent surveyor using the latest version of the RICS guide to measuring practice. All measurements in the system are assumed to be square metres.
Car Parking Spaces	Enter the number of any car parking spaces included with the lease.

Description	Type a description of the demise from the lease including details such as the address, the type and extent of premises. You might want to also add a comment about the permitted use here, as this summary will be used in other parts of the system to describe this lease.
Lease Term	Enter the term of the lease by entering a number and selecting the appropriate time period from the selection box
Tenure Security	Please select whether this lease is included or excluded from any security of tenure provisions, such as the Landlord and Tenant Act 1954.
At Lease End	Indicate what happens with the lease at the expiry date.
Term Comment	Enter any specific rights or obligations related to the term that you would like to record but you have not found a field for yet.
Lease Start	Select the start date of the lease. This is the date on which the lease was in force, rather than the date of the lease.
Next Break Date	If there is a break provision in the lease, enter the date of the break date. If there is more than one break date click "Add break" and complete the pop-up form. This will display the breaks as a series of upcoming events in this box.
Break Notice Date	If there is a break provision in the lease, enter the notice date of the break date. If there is more than one break date click "Add break" and complete the pop-up form. This will display the notice date breaks as a series of upcoming events in this box.
Break Penalty	Specify if the amount of the financial penalty for exercising the break provision.
Break Option Party	Specify which party may break the lease. Typically, this will be the tenant, but it may be the landlord or a mutual right.
Time of Essence	Select whether serving notice in time has an effect on the right to break the lease.
Rolling Break	Select to indicate whether this lease provides a continuing right to break the lease from the break date.
Break Comment	Enter any specific rights or obligations related to the breaking the lease that you would like to record but you have not found a field for yet.
Lease Expiry	Select the end date of the lease. This is the date on which the lease expires.
Expiry Notice	Enter the date on which you should serve notice of your intention to leave the property at the end of the lease. Informing the other party on or before this date might be a requirement of the lease to ensure you are not committed to a further time period.
Current Rent	Enter the current rent amount in the local currency of the property. For example, if the property is located in the USA enter the amount in US Dollars and if the property is in Germany enter the rent amount in Euros. The system has the ability to normalise rents to a base currency of your choosing.
Current Rent Start	Enter the date that the current rent became effective from.
Initial Rent	Enter the initial rent amount agreed at the commencement of the lease. Enter this in local currency, for example USD, EUR, C$, etc.
Initial Rent Start	Enter the date that the initial rent became effective from.
Rent Timing	Indicate whether the rent is paid in advance or arrears.
Rent Frequency	Indicate the rent payment periods, such as monthly, quarterly or annually.
VAT on Rent	Indicate whether there is value-added tax (or the local equivalent) payable on rents charged for this lease.
Turnover Rent	Indicate whethere there is agreement on the rent being based on the turnover from the premises.
Turnover Provision	Enter the specific rights and obligations to determine the amount of the rent under the turnover provision.
Rent Deposit Amount	If there was a rent deposit paid record it here in the local currency for the property.
Premium Amount	If there was a premium paid record it here in the local currency for the property.
Premium Paid by	Indicate whether the premium was paid by the landlord or the tenant
Premium Date	If there was a premium paid, please enter the date on which it was paid.
Rent Free Provision	If there is a rent free provision, please record the terms of the rent free period, e.g. 6 months rent free, 12

	weeks rent free, etc.
Rent Comment	Enter any specific rights or obligations related to the rent that you would like to record but you have not found a field for yet.
Next Review Date	Enter the next date at which the rent may be reviewed. If there are a series of rent reviews, click "Add review" to enter the dates and the rent review notice dates. This will display as a series of dates here.
Review Notice Date	Enter the next date at which notice of rent review should be served. If there are a series of rent reviews, click "Add review" to enter the dates and the rent review notice dates. This will display the notice dates as a series of dates here.
Review Frequency	Select the frequency of reviews by entering a number and selecting the appropriate time period, e.g. 5 years, 1 year, 6 months, etc.
Review Type	Please select whether the rent review is based on open market value or index-linked.
Upward Only	Does the lease indicate that the rent can only stay the same or go up? If so, choose YES here.
Time of Essence	Please select if the lease defines that time is of the essence. Most leases will make a specific comment on this matter.
Agreed or Determined?	Please define what the provision is for arbitration in the event that landlord and tenant cannot agree the reviewed rent amount.
Review Comment	Enter any specific rights or obligations related to the rent review that you would like to record but you have not found a field for yet.
Permitted Use	Describe the permitted use of the property as defined by the lease
Current Use	Describe what the property is currently being used for.
Alienation Right	This is a multi-select box. You can choose one or more of the alienation phrases from the list by ticking the box. To keep your choices, click the small X in the top right.
Alienation Provision	Enter any specific rights or obligations related to the alienation rights that you would like to record.
Renewal Right	Indicate whether you have an automatic right to renew the lease at expiry.
Rolling Right	Please select if the right to renew the lease is a rolling provision or not.
Date Allowed	Please select the date from which the rolling right becomes effective.
Renewal Provision	Enter any specific rights or obligations related to the lease renewal rights that you would like to record.
Repair Obligation	Define the repair obligation of the tenant
Landlord Obligation	Define the repair obligation of the landlord
Svs Chg Recovery	Indicate whether the costs of repair incurred by the landlord can be recovered via the service charge for the premises.
Repair Provision	Enter any specific rights or obligations related to repairing the premises that you would like to record.
Insurance Obligation	Define who insures the property.
Insurance Company	Select the insurance company from the list of companies in the contact list. If they do not appear, click "Add contact" and enter their details.
Loss of Rent Period	Define the insured period for the loss of rent provision in the insurance policy.
Payment From	Define who pays the insurance premium
Svs Chg Recovery (Ins)	Can the insurance premium amount be added to the service charge for the premises?
Proceeds to	To which party do the proceeds of any claim against the insurance policy go to?
Insured Risks	Please summarise the risks that are insured under the insurance policy for the premises.
Svs Chg Obligation	Please define the basis of any service charge payable for the premises.
Svs Chg %	What is the agreed overall % of service charge costs associated with this lease?
Business Rates %	What is the agreed % of business rates (or other local taxes) associated with this lease?

Utilities/Insurance%	What is the agreed % of utilities and insurance costs that are associated with this lease?
Svs Chg Amount	What is the annual service charge amount?
Period Starts	When does the service charge year commence. This is the date from which alll service charge cost calculations begin each year.
Paid as Rent	If the service charge is paid as rent, please indicate so here.
Payment Date	On what date is the service charge payable?
Svs Chg Provision	Enter any specific rights or obligations related to the service charge obligation that you would like to record.
Open Hrs Obligation	Are you required to keep the premises open under the terms of the lease?
Bank Guarantee	Are there any bank guarantees associated with this lease?
Lease Comment	Enter any general comments related to the lease that you would like to record.

Key Dates

The system automatically creates new events for a property based on the lease data. The key dates for lease events are:

- Lease expiry notice date
- Lease expiry date
- Rent review notice date
- Rent review date
- Break notice date
- Break date

In addition to these key dates you can add your own events and reminders for specific activities related to the lease, e.g. insurance premium renewals, regular maintenance requirements, applying for certificates etc.

Long Lease Dates

The date chooser limits the date to year 2160 the first time you choose a date.

This does not mean that the system cannot store dates outside this range. The system is able to store dates from 01-01-1900 to 31-12-9999.

To choose a year greater than 2160:

- Choose a date from year 2160. Open the date chooser again and the maximum year that can be chosen is now 2160 + 150 = 2310. Repeat this until you are at the desired year OR
- Scroll the screen so that both the date field and the date chooser fit in the screen at the same time. Now, instead of choosing a year from the date chooser, use the keyboard to type in the date you want. If you want to hide the date chooser, you can press the ESC-key when the date chooser is active and then type in the year using the keyboard.

Lease Form Validation

There are two types of validations:

1. Where fields must be a certain format. For example, Lease Term field. If a non-numeric value is input a pop-up warning will be displayed
2. Form submit validation. This is the main validation and it is triggered when you click/tab through the form. When the submit validation is run, following things are checked:

   - All mandatory fields are filled.
   - Fields that need to be in certain format are in the required format (currencies, numerals, percentage).
   - Dates are rational. For example Lease Expiry Date is after Lease Commencement Date.

Multi-select fields: Demised Units and Alienation

When you click to open the select boxes for Demised Units and Alienation you will notice that you have an option to check more than one item. This type of box is called a multi-select option box. It allows you to select all the data points that apply. For example, you may wish to select a number of alienation provisions that apply, such as Sublet part, sublet whole, assign whole, etc. The system will store these provisions and display then when you close the edit form. To make a selection, click the checkbox next to each option. To save your selection, close the select box by pressing the small X sign. This will collapse the box and display the number of options you chose.

Tracking key events

The events section provides a listing of all key dates (both system and user-generated) stored for that property.

This facility allows Users to:

- add events of various types to a property or lease
- edit the event description or update the progress of any type of event
- to review existing lease and property events
- remove a user event.
- to set filters to limit the events to review by:
    - Start and End Dates
    - Event Type

You are free to add as many user events to any property or lease. You can freely choose any date and time for these events. Moreover, you are free to edit the event description of any type of event. For example, if a Property Manager needs to make a phone call to the tenant and wants to create an event for this.

Events can be filtered by the following criteria:

1. Start Date
2. Event Type
3. Property

Each time the filter criteria is changed you must click APPLY FILTER to activate the filter.

NB - if a User changes the filter criteria and then clicks PREVIOUS MONTH / NEXT MONTH or a page button without first clicking APPLY FILTER, the filter will **not** be applied.

Once you have selected the appropriate filter criteria and clicked APPLY FILTER you are able to navigate to next or previous month using the corresponding buttons with the same filter criteria applied.

The list of all possible event types is as indicated below:

- Generic
- Rent Payment
- Rent Review

- Rent Review Notice
- Lease Expiry
- Break
- Break Notice

Storing valuation data and reports

This function allows you with the appropriate access rights to add Valuation data to a Property. In addition to the data, the valuation report file can be attached to enable a complete picture of the information from the valuer.

Property specific document storage

To add a document (or folder) to a property click the Docs option from the left-hand menu. This will display a list of folders. To expand a folder, click the folder. This will display the sub-folders or documents stored within the folder.

To add a folder click the ADD FOLDER button or the small icon of a folder with a + sign. This will show options on the right of the screen allowing you to set the details of the folder.

To add a document, click the small document icon with a + sign. This will show options for selecting and uploading the file, selecting a folder and setting search tags. Simply browse and attach the file you would like to save and then click ADD FILE. This will upload the file and place it in the folder selected.

To move a document, click the document name to reveal its details. Click EDIT DETAILS and then CHOOSE FOLDER to select a new location for the document. When finished, click SAVE CHANGES to move the document.

To remove a document, click the document name to reveal its details. Click EDIT DETAILS and then click DELETE. This will remove the file from the document system. ***There is no undo function, so be careful when contemplating deletion of a file.***

Note: Only the Global System Administrator can create new folders under portfolios. If you wish to Add folder please contact the GSA so that consideration can be given to including the folder across all portfolios.

Audit

The Audit function provides the means of recording the *current value* and the *after a change value* of a number of key fields of the major sections of various pages of the application. It is only available to suitably authorised personnel with the appropriate access rights.

There is no delete capability for these records as they are an Audit Trail

The Property Financial Details Section of the Property Page

The '*current value'* and '*after a change value'* of the following fields of this section are recorded

- TBC

The Rent Section of the Lease page

The '*current value'* and '*after a change value'* of the following fields of this section need to be recorded

- Rent Deposit Amount
- Premium Amount
- Initial Rent
- Current Rent
- Premium Payment Date
- Initial Rent Start Date
- Current Rent Start Date
- Rent Frequency

The Valuation Page

The '*current value'* and '*after a change value'* of the following fields of this section need to be recorded

- Valuation Date
- ERV/m2
- Gross Value
- Net Value
- Initial Yield
- Reversionary Yield
- Equivalent Yield

These 'before' and 'after' values of these items are recorded together with the following details:

- User ID making the change
- Date and time of change

5. Working with portfolio and property documents

Clicking on the documents icon in the main menu bar will take you to the global document storage feature. This facility allows suitably authorised users to create folders for each portfolio set up on the system and all users to access documents across the entire set of properties for which they have access. The system is designed to create a uniform document structure across the entire system, making it easy to store and locate key documents related to both the portfolio and individual properties.

Two system folders are created:

- portfolio files
- properties

Portfolio Files Folders and Subfolders
Under each portfolio Files folder is a subfolder for each portfolio and under this subfolder are standard folders that have been created by Realtime to hold documents as required

Properties Folder and Subfolders
Within each portfolio is a list of the properties. Clicking a property folder will reveal the document folders for that property. These start as the standard folders that have been created by Realtime to hold documents. Users can add new folders to individual properties as required.

The operation of the document section is identical to the method explained at the property document section.

6. Creating reports from your property data

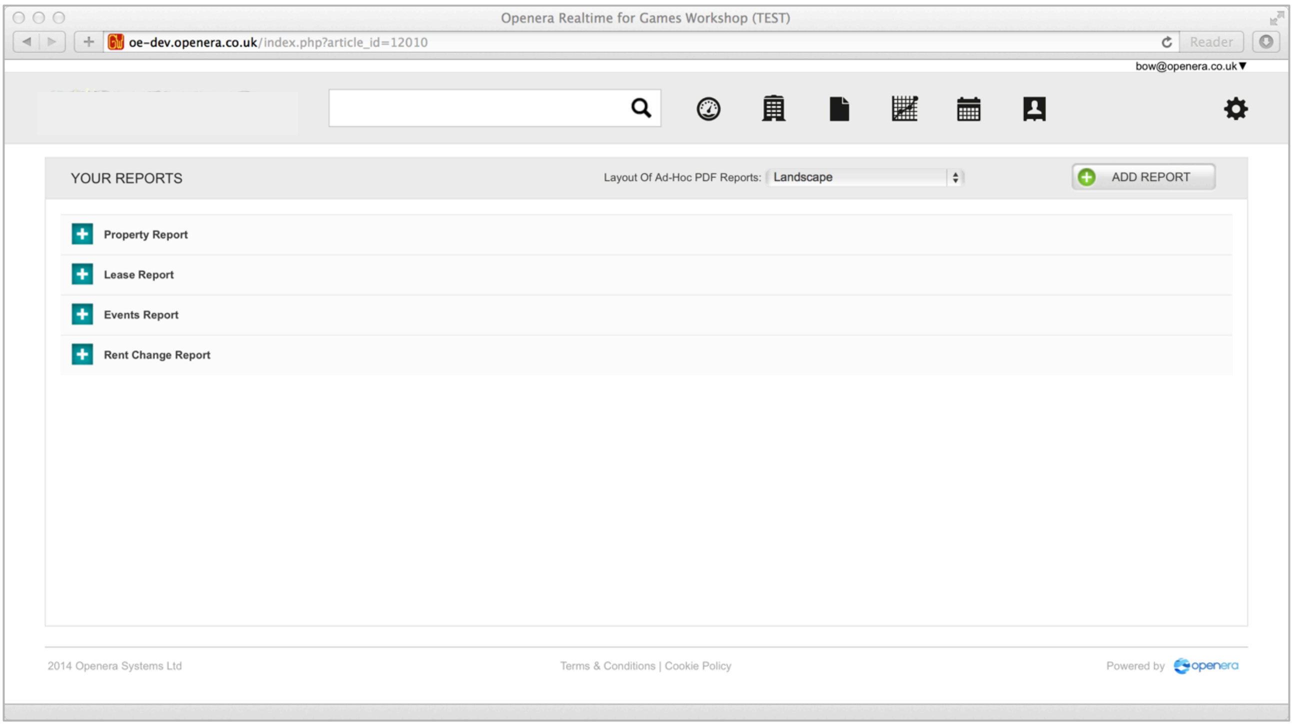
The system offers a report template creation tool that allows you to select a particular data domain and build a list report from fields within that data domain. When creating a report, you have the ability to sort and filter the data to create the report you need.

Once you have specified a report template you can run the report again and again. You also have the ability export the report to a PDF or CSV file for use outside the system.

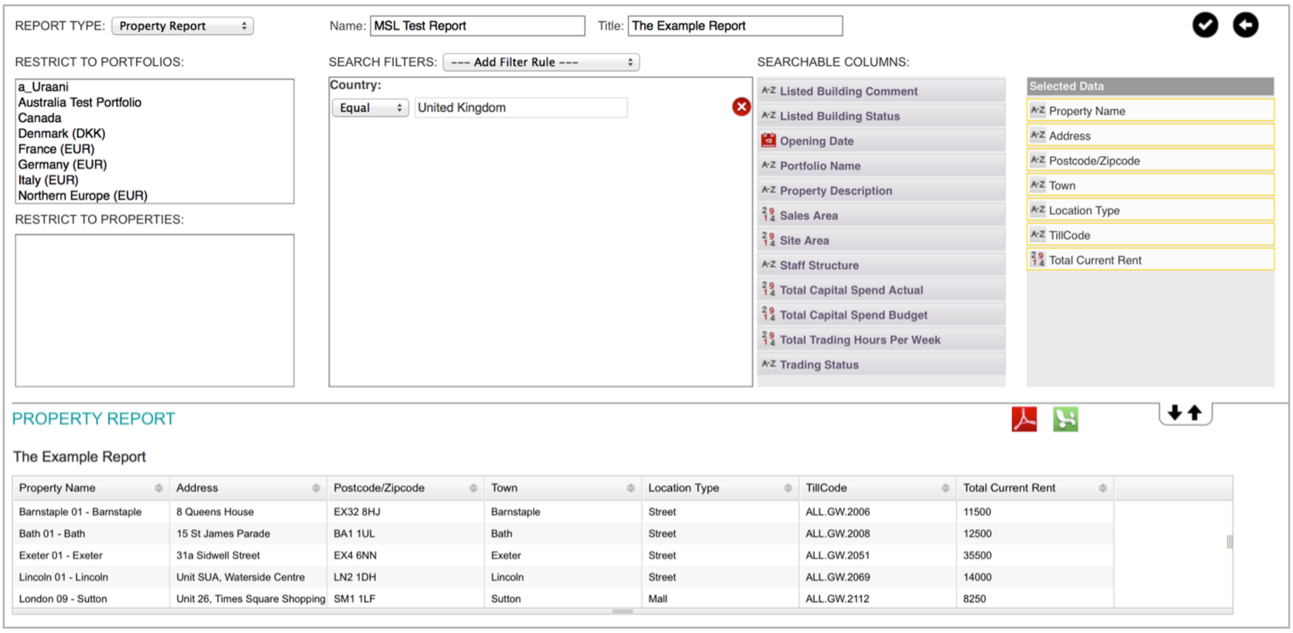
As the system is a real-time system with data in constant change, the report template also provides an important “snapshot” capability that allows users to freeze the data in the report at a particular point in time, eg the end of a reporting period.

Creating a report

Click the reports icon from the main menu bar. This will display a list similar to the portfolio list. Click the + sign next to the data domain (property, lease, events, rent change) to open up the list of templates.



To add a report, click ADD REPORT. This will ask you to choose the data domain and then take you to the report template builder as shown below:



From here, drag and drop the fields you would like to list in your report. Fields listed top to bottom will display on the report from left to right. This will populate the report grid in the lower half of the screen and allow you to see a preview of the report contents.

Setting the report filters

You can set filters to limit the information. To choose a specific portfolio, click on the portfolio name. To select more than one press CTRL and click the portfolio name. Click it again to deselect it. You can use a similar approach with the property names.

To add specific data filters, click the search filters drop down to reveal a field list. Click the field(s) you would like to apply a filter to. For example, you could choose “Country” and then set the operator (Equals, Not Equal, Like, Not Like) and enter the filter criteria UK.

Once you have set your filters (not mandatory), click the Tick button to save the report. To return to the report lists, click the Right Arrow button.

You can resize the columns, pick a sort order and save the report with a specific name. The report template will be saved under the section of the data domain (property, lease, event, rent change).

To view the report, click the up arrow. This will hide the report settings and display the list. To export the report as a PDF or Excel file, click the PDF or EXCEL buttons on the report listing. This will download a file to your computer with the report contents.

Explaining Filter Operators

Equal means precisely as you type, so Equals "Mark" would find "Mark" but not "James"

Not Equal means the reverse, so Unequal "Mark" would find everything that was not "Mark" - so in this case it would bring back "James"

Like means that it adds a wildcard, so Like "Mark" would find everything that started with "Mark", for example "Markus", but not "James"

Not Like means the reverse, so Not Like "Mark" would find everything that did not start with "Mark" - in this case it would not show "Mark" or "Markus", but would show "James"

Dates and number fields have also basic more/less comparison which pretty straightforward. The difference between like and equals is that like is ***case insensitive*** and finds a string within a string, so "Cameron", "Meredith" and "mE" are all like "Me".

Forthcoming property and lease events report

This is built using the report template creation tool. As such, you can edit and change the fields incorporated in the report.

Rent Change History Report

This report template includes an analysis of the current rent position and has been built as a custom report. You are able to edit the report filters in the same way as other reports, but the columns are locked in this report.

7. Reviewing upcoming events for a property

The events view is similar to the property profile event view, i.e. it is a simple list of events in chronological order.

The difference between the global events view and property profile view is that it lists events for all portfolios that you have access to.

The events view is *'read-only'* meaning that events can only be read from this view but they cannot be deleted or edited.

The list lists events for a period of one month at a time and PREVIOUS MONTH and NEXT MONTH buttons work as before. Note that events are always listed for a period of one month. If there are more than 30 events to list Users can move to the next event via the pager buttons.

Events can be filtered by three criteria:

- Start Date
- Event Type
- Property

Each time filter criteria is changed Users must click APPLY FILTER to make the filter effective. If a User changes the filter criteria and then clicks PREVIOUS MONTH , NEXT MONTH or a pager button (without first clicking APPLY FILTER), the filter will **not** be applied.

Once a User has selected appropriate filter criteria and clicked APPLY FILTER he/she is able to navigate to next or previous month using the corresponding buttons with the same filter criteria applied.

The Properties listed in the filter list are those that the User has access to. SELECT ALL and UNSELECT ALL buttons are provided as shortcuts.

Clicking the event type link takes to an event detail view and clicking BACK button takes back to the list mode – with the applied filter criteria and page number preserved.

Note: The EVENTS view is slower than the Property level Event view due to the more complex filtering. The Property level event view should be preferred to the EVENT view when ever possible.

The Property Events view provides a Notification facility for Property Events. If a User adds, modifies or deletes an event a note is displayed when the action is successful.

An ADMIN TOOL is provided for the EVENTS facility. The ADMIN TOOL allows the System Administrator to purge old events from the system.

8. Adding and using contacts throughout the system

This facility allows the creation of Parties and Contact within Realtime.

Parties need to be created first after which Contacts are then created in association with the relevant Party.

User details can only be edited by the System Administrator.

9. Creating users and giving access rights

Select the Parties tab

Select the Add Party tab to add a new Party, if the Party to which the contact does not exist

Add the Party and then select the newly created Party. If the Party already exists, select the existing Party

Select Add Contact and add the Contact Basic Information of the Contact as required. If the contact is a User or a System Administrator you need to set a Username and Password. The current convention is that:

- the Username takes usually takes the form of an email address
- the password should be at least 8 letters long and should be a mixture of lower and upper case and include a numeric or other character such as '@, *, &, $, etc)

Passwords

A password quality script has been implemented in the contact form to prevent Users from using too simple or easily crackable passwords, some passwords will be rejected by the application.

Next complete the User's Function Access Rights.

Note there are three options:

- Contact – have no system access
- User
- Admin User

Some of the main tabs are accessible for all Users but the documents tab is only available to administrators. These tabs appear in the list first (the first six in the screenshot) and are all unsettable. The respective checkboxes have absolutely no system functionality. Their only purpose is to serve as a hint for the User:

'You cannot set access for these tabs, because

a) everyone has access or

b) only admin has access'.

The access to the Parties tab has been dived into three categories:

1) Parties Read

2) Parties Write Contact

3) Parties Write Party.

from these:

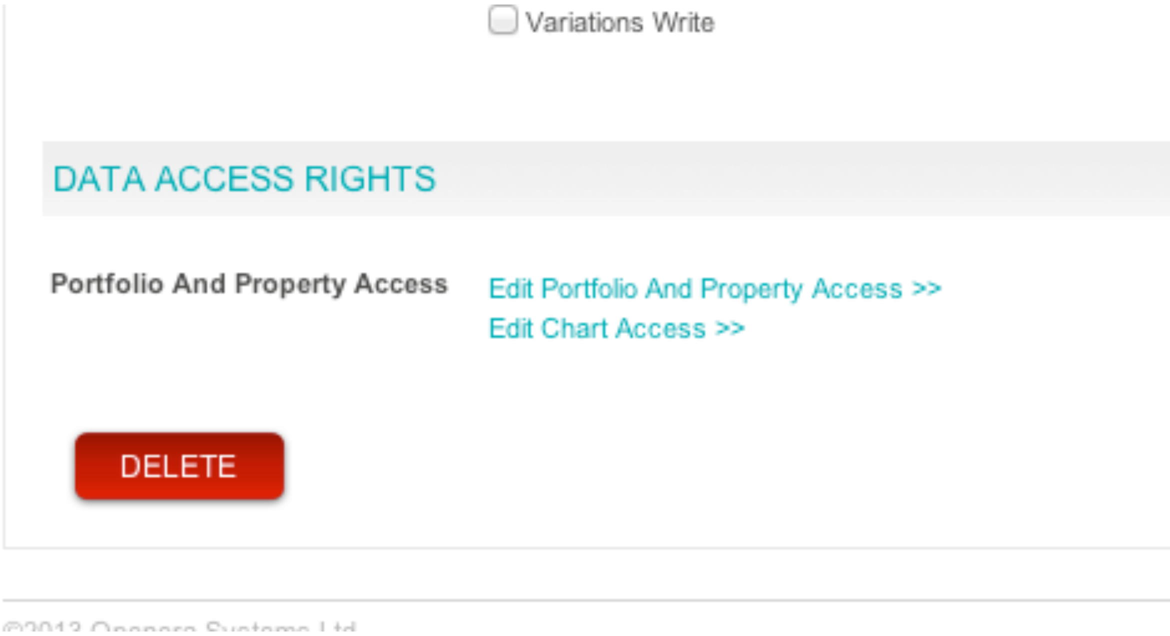
1) is set for all Users,

2) controls who can create new contacts (not Users or admins) or modify existing contacts,

3) controls who can create or modify existing parties.

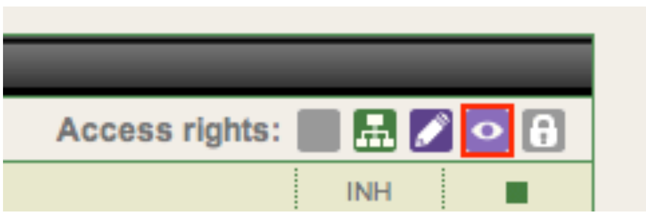
Providing Access to portfolios and properties for new users

First go to the contact and press edit to allow you to edit their rights. You will see a section as shown below that allows to set the right. Click the link that says Edit Portfolio and Property Access



A pop-up will appear that looks like this:

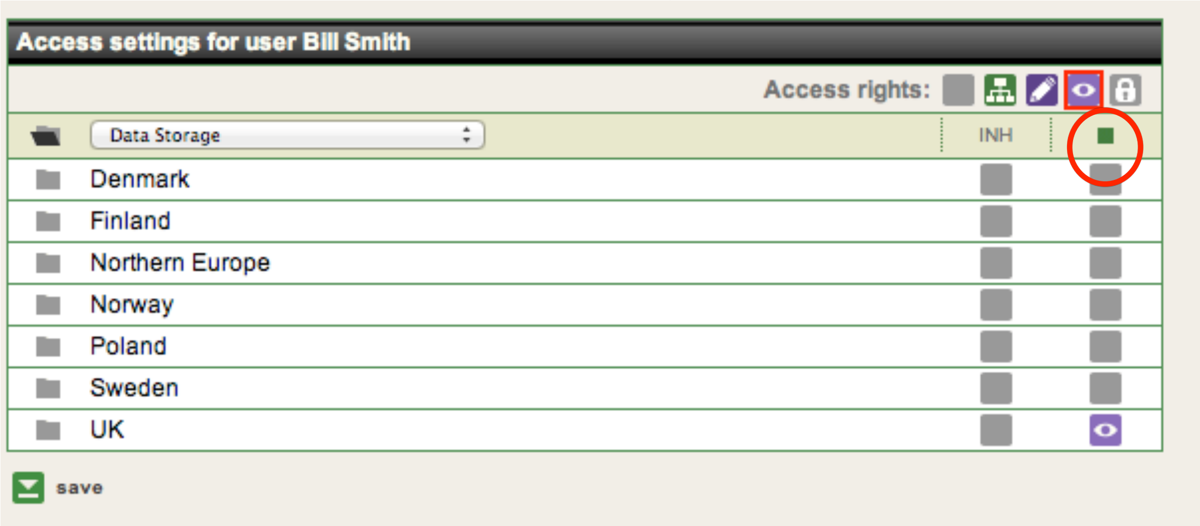
To set the access rights you need to click on one of the icons on the top right and then click one of the grey boxes.



The only three icons to worry about at the moment are the grey box, the green one and the purple

eye. The grey means no access at all. The green one means full access (read and write) and the purple one means read only.

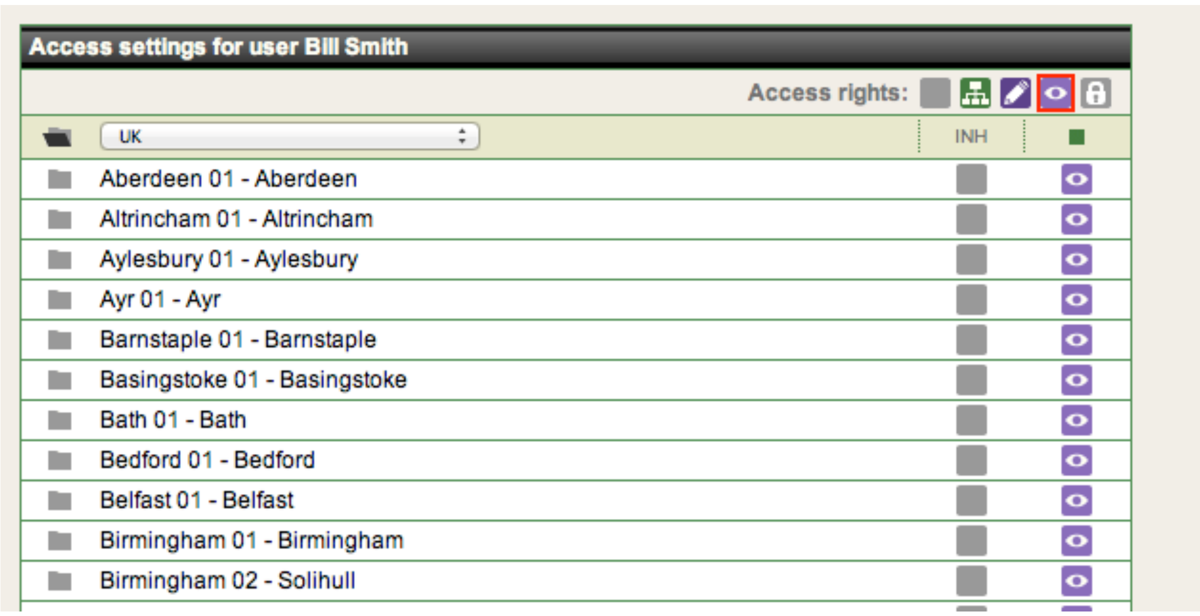
For example, to set read-only access, click on the purple eye then click one of the grey boxes on the right hand column. This sets read only access to the UK portfolio in this case. To set access to all portfolios, click the purple eye and then the little green box outlined in the red.



Once you have set the portfolio access, you need to repeat the same action with the properties. To do this double-click the little folder icon next to 'UK'. This will open a list of the properties in that folder. Repeat the action of clicking the purple eye icon then the little green box to set read-only permission for all properties.

If you want to deselect a portfolio or property, click the grey box in the Access rights section, then click the right-hand column for the portfolio or property you wish to unset.

REMEMBER: you have to save you actions on this pop-up. So each time you make a change, hit the save button in the bottom-left hand corner.



To return to the portfolios view, click the drop-down box that says UK and choose Data Storage. This will return you to a list of portfolios.

Chart Access Rights

In order to be able to create and see Charts, Users must have have write/admin privileges to the Chart folders, namely Dashboard L, Dashboard C, Dashboard R, using the link shown below:

DATA ACCESS RIGHTS

portfolio And Property Access   Edit portfolio and Property Access >>

Edit Chart Access >>

10. Trouble Shooting Frequently Asked Questions

1. Occasionally your Internet Connection and PC may go into a loop and you are unable to log back into the system – should this happen clear down your temporary internet files on your PC

2. Your Skype Settings can mean that Skype tries to convert numbers it recognises as telephone numbers as telephone numbers – to prevent this you need to

    - Go to Tools -> Options-> Advanced -> Manage other programs access to Skype

    - and Disable 'Manage API Access Control'

3. Users get a security warning when accessing the site as they are combining data from secure and non-secure sites

    - The workaround is achieved by changing the setting in the browser. Instructions on what to change in IE. Go to the URL: http://blog.httpwatch.com/2009/04/23/fixing-the-ie-8-warning-do-you-want-to-view-only-the-webpage-content-that-was-delivered-securely/

11. Version History

Below are noted the changes made to the service in recent releases:

Version 3.1 Updates

Enhancements

Dashboard

- Improved and simplified dashboard
- New chart design tool with new chart templates and a chart carousel on the dashboard
- Portfolio highlights show key performance indicators and statistics related to properties managed using the system
- Most recently used reports automatically show in the dashboard
- Upcoming events now have status icon to identify progress of event
- Updated location mapping
- New global search bar with autocomplete pop-up for faster access to information

Events

- Traffic light icons to help you understand the current status of each event
- New escalation and notification email system for event management to improve communications

Reports

- New custom report builder designed to make it easier and faster to create list reports
- Instant view of selected data for report
- Improved data filtering
- Improved handling of archived reports

Contacts

- Contact pagers now alpha characters rather than numbers

Property Details

- Added ability to delete images from the property detail page

Lease Edit

- Cluetips now available when you click the ? icon rather than on tab through

Miscellaneous

- Latest updates and service links added to login page
- Add ToS/Privacy & Cookie Policy links to the page footer

Bug fixes

- Filter choice within a report does not remain selected, if you do not save the report
- Within Lease Reports, Extend Selected Data Column
- Cluetips not closing when you tab through lease form
- Punctuation and special chars in report names break PDF and CSV export
- Sorting date and numerical fields in reports doesn't work
- Filter choice within a report does not remain selected, if you do not save the report